

COUNCIL ON HUMAN SERVICES

MINUTES

**January 10, 2018
Teleconference Meeting
Held in the 1st Floor Conference Room
Hoover State Office Building, Des Moines, Iowa**

COUNCIL

Mark Anderson
Phyllis Hansell
Alexa Heffernan
Kim Kudej
Kim Spading
Sam Wallace

EX-OFFICIO LEGISLATIVE MEMBERS

Representative Joel Fry (absent)
Representative Lisa Heddens (absent)
Senator Amanda Ragan (absent)
Senator Mark Segebart (absent)

STAFF

Jerry Foxhoven
Nancy Freudenberg
Wendy Rickman
Sandy Knudsen

Vern Armstrong
Liz Matney
Mikki Stier
Matt Highland

GUESTS

Tony Leys, Des Moines Register
Sandi Hurtado-Peters, Iowa Department of Management
Natalie Koerber, Amerigroup

CALL TO ORDER

Mark Anderson, Chair, called the Council meeting to order at 10:00 a.m. by teleconference on January 10, 2018, in the First Floor Conference Room of the Hoover State Office Building.

ROLL CALL

All Council members were present. All ex-officio legislative members were absent.

Anderson reported that this meeting of the Iowa Council on Human Services is being held in accord with Section 21.8 of the Code of Iowa entitled “electronic meeting.” The Code states that a governmental body may conduct a meeting by electronic means if circumstances are such that a meeting in person is impossible or impractical, or if the governmental body complies with the following rules. The rules essentially state that access must be provided to the public. The meeting is being held on a speaker phone in the first floor conference room of the Hoover State Office Building. Notices and agendas were sent to interested groups as well as the press advising them the meeting will be held via conference call. Minutes will be kept of the meeting.

RULES

Nancy Freudenberg, Bureau of Policy Coordination, presented the following rules for notice to Council:

N-1 Amendments to Chapter 73, Medicaid. Updates rules, specifically timelines, to reflect revised federal standards for the resolution of appeals to MCOs.

N-2 Amendments to Chapter 119, Record Checks. Adds new element to the definition of “Requesting entity.” The change is required in relation to federal legislation requiring checks on any employee with access to federal tax information used for purposes of the Department.

N-3 Amendments to Chapter 167, Foster Care. Clarifies procedures for juvenile detention facilities to follow when seeking annual cost reimbursement.

Motion was made by Heffernan to approve the noticed rules and seconded by Hansell. MOTION CARRIED UNANIMOUSLY.

APPROVAL OF MINUTES

A motion was made by Wallace and seconded by Kudej to approve the minutes of December 13, 2017. MOTION CARRIED UNANIMOUSLY.

REVIEW OF MCO QUARTERLY REPORT

Liz Matney, Chief, MCO Oversight and Supports Bureau, Iowa Medicaid Enterprise, provided an overview of the “Managed Care Organization Report: SFY 2018, Quarter 1 (July-September) Performance Data Report.”

- Upon suggestions from stakeholders and oversight entities, the quarterly report has changed to make it flow better and be more meaningful.

- Results from the ‘Secret Shopper’ process for the helplines were added to assess quality.
- The report reviews payment of claims not just for timeliness, but also in how the rates were paid and what should have been paid.
- Data results of the ‘Iowa Participant Experience Survey’ is reported on page 20. The survey tool was customized to make it specific to Iowa.
- Employment data (page 21) is collected twice a year - and updates will be included every other quarter.
- Approximately 6,000 health risk assessments were completed during this quarter.
- MCO’s are maintaining their service levels for their helplines in this quarter. Over 37,000 value-added services were accessed by members in this quarter.

In response to a question by Anderson regarding cost savings realized by the State since changing to managed care, Foxhoven reported that savings attributable to managed care is complicated to compile due to many factors. He reported that Mike Randol, Iowa’s new Medicaid Director, is working on a comprehensive review and will be reporting on the savings.

Spading asked that the Department report on the methodology used to initially estimate what the savings would be in moving to managed care and then what the actual savings are.

In response to a question from Spading, Matney reported that the word ‘timely’ refers to the requirement by the federal government for the 1915c waivers that means ‘at least annually’ - for both service plans and level of care assessments.

Spading inquired whether it would be possible to standardize the different types of grievances (page 23). Matney replied that in the past that proved to be very challenging, but she would re-visit the issue.

In response to a question from Spading, Matney and Stier reported that the Department has a transition plan with AmeriHealth to close out the contract and any activities. AmeriHealth will be responsible for paying claims for a year following their exit and they also have a ‘members services helpline’ open for six months. Department staff continue to have weekly phone conferences with AmeriHealth representatives.

REVIEW OF CHILD WELFARE REPORT

Vern Armstrong, Administrator, Division of Field Operations and Wendy Rickman, Administrator, Division of Adult, Children and Family Services, provided an overview of the “Initial Child Welfare Review” report conducted by the Child Welfare Policy and Practice Group, dated December 22, 2017. The report recommendations are divided into two sections - “Tier 1”, those based on the information gathered in the limited, targeted review, and “Tier 2” those recommendations for follow-up in a second phase of the review which would be conducted throughout 2018.

Armstrong reviewed the recommendations in the report for both Tiers. Recommendation highlights:

Tier 1:

- Provide accurate information on actual caseloads
- Institute competency-based learning
- Strengthen requirements for providing services to parents
- Explore avenues to secure funding to improve data system
- Form a workgroup to review timeframes for response and completion of child abuse and family assessments
- Identify and resolve barriers to extending the centralized intake system to 24 hour coverage

Tier 2:

- Work with Human Resources to review pay structure and training
- Examine workload and advocate for staff allocations
- Undertake a systemic review of FSRP services
- Review policies and practices around screening, training, and supporting foster and adoptive parents

Rickman reviewed the approach the department plans to take in response to the report. She reported that DHS has established an internal workgroup to determine the direction and to prioritize tasks. DHS also plans to convene an external stakeholder group to move the work forward.

Anderson requested that Armstrong and Rickman report to the Council with an update at next month’s meeting (in writing if preferable).

COUNCIL UPDATES

Anderson reported that he met with the Waverly Exchange Club and will be meeting with the local hospital director and board of directors next week.

DIRECTOR'S REPORT

Jerry Foxhoven, Director, provided the following report:

Among many other things included in the Child Welfare Review, the report also reinforced that employees at DHS are extremely dedicated and hardworking. Iowa's turnover rate for employees, especially social workers, compared to other states is extremely low.

The Complex Service Needs Workgroup Report regarding mental health, disability, and substance use disorder services, was issued on December 15, 2017. Foxhoven noted that the report is a good road map toward a quality mental health system in Iowa that focuses on a full array of services.

In response to a question from Heffernan regarding the budget, Foxhoven responded that there will continue to be budget cuts for this current fiscal year and the Department is working with the Governor's Office and the Department of Management to minimize the impact. The Department will receive some additional funding in the next fiscal year.

ADJOURNMENT

Council adjourned at 10:52 a.m.

Submitted by,

*Sandy Knudsen
Recording Secretary*